

CITY OF RALEIGH

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TALKING TRASH

YOUR GUIDE TO
SOLID WASTE SERVICES

SOLID WASTE
SWS
SERVICES

City of Raleigh

Solid Waste Services Department

MISSION STATEMENT

“To PURSUE a commitment to PROVIDE a safe, efficient, and effective solid waste collection and disposal system that PROTECTS the natural environment, citizens of Raleigh and its employees and that PRESERVES the quality of life of our citizens and their environs today and into the future. We SHALL pursue this commitment in such ways so no one else can compare.”

TABLE OF CONTENTS

GARBAGE	1
Household Garbage Collection	1
Smaller Garbage Carts	2
Garbage Cart Repair	2
Options for Disposing of Excess Trash	2
Recycle More Items!	2
Purchase an Additional Garbage Cart	2
Bulky Load Collection	3
Special Load Collection	5
Dead Animal Collection	6
OTHER DISPOSAL OPTIONS	6
County Landfill and Convenience Centers	6
Household Hazardous Waste Disposal	7
Multi-Materials Facilities.....	7
RECYCLING	7
Curbside Recycling Collection	8
Acceptable Recyclable Materials and How To Prepare	8
Purchasing Additional Recycle Bins	11
Recycling Drop Off Centers	11
Computer.....	12
Electronic Equipment.....	13
Rechargeable Battery Recycling.....	13
Recycling in the Parks!	13
Swap Shop.....	14
Event Recycling.....	14
Public Speaking and Outreach	14
Become a Raleigh Recycling Block Leader!	15
YARD WASTE	15
Yard Waste Preparation Guidelines.....	15
Yard Waste Recycling Center	16
Seasonal Leaf Collection	17
Backyard Composting	18
LITTER	19
SOLID WASTE SERVICES CODE ENFORCEMENT	20
DISASTER PREPARATION	21
FREQUENTLY ASKED QUESTIONS	21

Household Garbage Collection

Fully automated garbage collection is the most efficient and safest way of collecting garbage. Using this method of collection utilizes one driver per truck operating a robotic arm to empty carts into the truck. There are no extra people to manually get out and collect excess garbage outside the cart. It is crucial that all garbage fit inside the cart to maintain the efficiency of the system. **Bags or other items left outside the cart will not be collected.**



The City provides each Capital City household with one 96-gallon cart to use to take garbage to the curb. The garbage carts are spacious and easy to roll.

PROPER PREPARATION OF GARBAGE:

- Place the garbage cart a few inches from the curb or edge of the street, **not in the street.**
- Place the cart so the front faces the street and the **handle faces your house.**
- Place the cart at the curbside no earlier than noon the day before and no later than 7 a.m. on your collection day and retrieve the cart from the curb no later than 7 p.m. on the day after your collection.
- The cart must be at least five feet from mailboxes, utility poles, parked cars or other items that collection equipment can damage.
- The cart should also be five feet away from recycling bins and yard waste if possible.
- Bag your garbage before placing it in the garbage cart to keep the cart clean, lessen odors and reduce litter problems.
- Garbage bags should fit securely inside cart with the lid closed.
- Use only City-issued carts; no other carts can be emptied by the automated trucks.
- Do not park cars on the street on your designated collection day.

Do NOT put the following items in the garbage cart:

Yard waste; loose or hot ashes; loose cat litter or other animal waste (please double bag); unbagged packing pellets; hazardous or medical waste; Loose needles or syringes*; concrete, rocks or dirt.

State law prohibits the disposal of the following items in landfills. These items should not be put in the garbage cart. See other sections of this booklet for proper recycling or disposal methods.

Antifreeze; motor oil; whole tires, aluminum cans, oyster shells, yard waste; lead acid batteries; appliances; cardboard**

If you move, please leave the cart at the home for the next resident.

**Loose needles or syringes should be placed in a metal container with a lid such as a coffee can, before placing in the garbage cart.*

*** Wake County Ban*

Some homeowners may qualify for exemptions from curbside service. For more information about the exemption call Solid Waste Services at 996-6890.

Smaller Garbage Carts

Smaller 65-gallon garbage carts are available for residents who do not generate enough garbage to fill the 96-gallon carts. Residents may make the switch to the smaller cart one time at no charge. To arrange the exchange, call Solid Waste Services at 996-6890.

Garbage Cart Repair

From time to time, maintenance is required on garbage carts or they may need to be replaced. Call Solid Waste Services at 996-6890 to request a repair or replacement. A supervisor will assess the container. If it is beyond repair due to normal wear and tear, or was damaged while being serviced, it will be repaired or replaced. Containers will not be replaced for free as a result of vandalism or abuse.

What Options Can Residents Undertake for Disposing of Excess Trash?

Recycle More Items!

Raleigh provides convenient weekly collection of 14 different items! By diverting these valuable recyclable materials to the recycling bin residents can save up to 20% of the space in their garbage cart for materials that **must** go to the landfill. Don't have a recycling bin? Call Raleigh Recycling at 996-6890 to have one delivered. Raleigh also offers recycling drop off centers around the city that accept toner and ink jet cartridges and cell phones in addition to all the materials collected curbside. See the Recycling Drop Off Centers section of this booklet for locations.



Purchase An Additional Garbage Cart

Each household may purchase one additional garbage cart from the City for a one time fee of \$40. Residents can mail their request, along with payment to City of Raleigh, Revenue Services - 26, PO Box 590, Raleigh, NC 27602-0590. To purchase a garbage cart over the phone using a VISA or MasterCard, call the Revenue Office at 996-3200. Payment for garbage carts may also be made in person at:

Avery C. Upchurch Municipal Complex

222 W. Hargett Street,
1st Floor Revenue Services lobby
Monday-Friday, 8:30 am- 5:00 pm

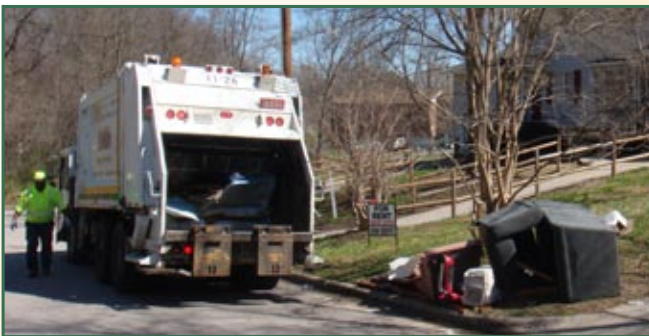
Once payment is received the Solid Waste Services Department will deliver the cart.



Bulky Load Collection

Free collection for bulky items that do not fit into the garbage cart is available. Bulky items are items such as household furnishings and small appliances, mattresses, box springs, lawn equipment, and similar household items too large to be placed in the garbage cart. This service is a residential service and not available to businesses or commercial entities. Please follow these guidelines:

- A bulky item collection load at a single address is limited to four (4) cubic yards (about a pickup load size).
- To maintain the efficiency of our crews, please accumulate several items prior to scheduling this extra collection.
- If you schedule a free bulky load collection and it is deemed to be in excess of 4 cubic yards, you may be assessed the fee of \$50 for a Special Load Collection.
- Excess bags of garbage that would normally be put in the garbage cart will not be collected.
- No odor-causing waste will be collected.
- Do not put items in cans or containers you do not want thrown away! EVERYTHING placed at the curbside for a bulky load collection will be disposed of!
- Large appliances cannot be collected (see Special Load Collection section).
- Place the materials at the curb, **not in the street**, no earlier than noon of the day before the assigned collection day and no later than 7 a.m. on the assigned collection day.
- No materials from contracted jobs or land clearing will be collected.
- No construction or building materials will be collected.
- Packing peanuts must be contained in a box or sealed plastic bag to prevent the Styrofoam from blowing around your neighborhood or out of the collection truck.
- Any material that may be wind blown must be bagged.
- Each household is limited to one free bulky load collection per quarter.



You must call Solid Waste Services Customer Service at 996-6890 ahead of time to schedule a bulky item collection. Most collections will be set up for your next regularly scheduled collection day. Items placed at the curbside without scheduling first will not be picked up by regular garbage, recycling or yard waste collection crews, and may incur a \$50 citation for violation of the Solid Waste Code.

When scheduling a pick up, please have the following information available:

- Name
- Address
- Daytime phone number
- Description of item(s) to be collected
- Regular collection day

Items That Cannot Be Collected As Bulky Load:

The following items cannot be collected as bulky items. Residents may take some of these items to Wake County's Landfill or Multi-Materials Facility, or contract with a private waste hauler. Important: Please call Wake County Solid Waste Management at 856-6186 to ensure their landfill rules have not changed before making the trip.

- **Any material resulting from work performed by a contractor**
- Appliances (dishwashers, dryers, freezers, refrigerators, stoves, ovens, washers, water heaters)
- Automobile parts including motors, tires, doors, fenders, car seats, batteries
- Building materials
- Central air conditioning or heating units
- Ceramic tile
- Concrete blocks or brick
- Dirt
- Duct or sheet metal materials
- Fence posts with concrete attached
- Floor coverings (except carpet/padding installed or removed by homeowner)
- Glass
- Marble or simulated marble countertops
- Nails or boards with protruding nails
- Pallets
- Plaster or any materials resulting from contractual work or commercially related activities
- Propane and/or oxygen tanks
- Rocks
- Roofing
- Sand
- Sheetrock
- Water tanks
- Yard waste material or tree stumps



Do You Have Good Useable Bulky Items?

The City of Raleigh supports reuse of useable items **before** disposal. If you have items in good condition and working order, please consider donating them to a non-profit organization, having a yard or garage sale, or taking them to the city's Swap Shop (see the Swap Shop section of this brochure).

Special Load Collection



Special collection of trash not normally collected by Solid Waste Services (such as large appliances, brush, etc.) may be arranged for a fee of \$50. This service is a residential service and not available to businesses or commercial entities. The \$50 fee covers a collection of approximately 4 cubic yards - one pick-up truck load. If the driver determines there is more than 4 cu. yds. of trash at the curb, additional increments of \$50 per 4 cu. yd. may be charged.

Items Not Accepted For Special Load Collection Include:

- Rocks, dirt, building materials,
- Loose leaves, tree limbs larger than five feet long and six inches in diameter,
- Car parts,
- Stumps,
- Tires,
- Chemicals and paints,
- **Any material or debris resulting from work done by a contractor.**

When preparing the materials for collection, please follow these guidelines:

- Separate items into like piles (i.e. appliances together, brush all together, etc.)
- Place the items at the curb, **not in the street.**
- Be sure the items are clear of overhead utility lines, utility poles, guide wires, sign posts, utility boxes and low-hanging tree branches.
- **Do not put items in cans or containers you do not want thrown away! EVERYTHING placed at the curbside for a bulky load collection will be disposed of!**

Payment for this residential service must be made in advance by one of the following methods:

- **In person:** Avery C. Upchurch Government Complex,
1st Floor Revenue Services Lobby,
222 W. Hargett Street,
Telephone: 919-996-3200, 8:30 a.m. to 5:00 p.m., Monday - Friday
- **By phone:** VISA or MasterCard at 919-996-6890; or
- **By mail:** City of Raleigh, Revenue Services – 20,
PO Box 590, Raleigh, NC 27602-0590

When scheduling a pick up, please have the following information available:

- Name
- Address
- Daytime phone number
- Description of item(s) to be collected
- Regular collection day
- If any of the items are recyclable * (metal or electronic)

** Note: Wake County has drop off facilities for any item with a cord and scrap metal items such as broken bikes, grills, and mowers. If your load includes any of these items please advise the operator and keep the items separate from the other trash when placing at the curb.*

Call 996-3798 for a recorded message with additional information about this service.

Items placed at the curbside before making payment will not be picked up by regular garbage, recycling or yard waste collection crews, and may incur a \$50 citation for violation of the Solid Waste Code.

Dead Animal Collection

Solid Waste Services will collect a dead animal that has been placed at the curbside. Residents may put the animal in a bag or box if desired. Do not put a dead animal in the garbage cart. Call Solid Waste Services at 996-6890 to arrange for the collection prior to placing the animal at the curbside.

Solid Waste Services keeps all animals collected that were not reported by their owner and have any type of collar or tag for 48 hours. Attempts are made to reach the owners of animals with identification (ID tag or chip). Residents may call 996-6890 to determine if there is a record of their animal being picked up by ID, collar, location or description.

To report a dead animal in the road or public right of way, call Solid Waste Services at 996-6890 from 7 a.m. to 4 p.m. Monday through Friday. After hours and on weekends report the dead animal to 831-6311.

Other Disposal Options

Wake County

Raleigh residents may take items to Wake County's South Wake Landfill or any of its eleven Convenience Centers including the one at the now closed North Wake Landfill at no charge. The North Wake Convenience Center is located at 10208 Deponie Dr. off Durant Rd. between Capital Blvd. and Falls of Neuse Rd. in north Raleigh. The South Wake Landfill is located at 6300 Old Smithfield Road off Highway 55 between Apex and Holly Springs. For a complete listing of the eleven Convenience Centers, or any facility operational hours, call Wake County Solid Waste Management at 856-6186, or visit their web page at www.wakegov.com/recycling/.

Household Hazardous Waste

Wake County operates permanent facilities for proper household hazardous waste disposal at the North Wake Convenience Center and the South Wake Landfill. Examples of accepted materials include automotive products, batteries, cleaners, cooking oil, compact and regular fluorescent light bulbs, herbicides (and their containers), pesticides, paints, stains, solvents, thinners, and poisons. Call 870-4345 for a recorded message about operational days and hours.

Multi-Materials Facilities

The materials below are accepted for recycling or appropriate disposal at Wake County's Multi-Materials Facilities (MMF). Call 856-6186 for locations and hours of operation.

- Appliances
- Paperboard
- Computer Equipment
- Tires
- Corrugated Cardboard
- Scrap Metal
- Telephone Books
- Electronic Equipment
- Pesticide Containers (North Wake MMF Only)
- Motor Oil
- Lead acid Batteries
- All items with a cord

Raleigh Recycling Programs

Recycling helps to conserve natural resources and reduce air and water pollution associated with manufacturing goods. In addition, recycling can save as much as 20% of the room in your garbage cart for items that we do not recycle in Raleigh and **must** be landfilled.

In addition to weekly curbside collection, Raleigh Recycling operates drop-off recycling centers and a Yard Waste Center for recycling yard waste debris. Special recycling programs are also offered at fire stations for rechargeable batteries and at select city parks for beverage containers.



Curbside Recycling Collection

The City of Raleigh makes curbside recycling simple and convenient for you. Recycling is easy, and it's rewarding. Just a few minutes a day is all it takes to do your part in reducing the amount of solid waste we put in the county landfill. To participate in the curbside program, simply place your recyclables in the green bin and set it at the curb, **not in the street**, no earlier than noon the day before or no later than 7 a.m. on your designated collection day each week. Just like the garbage cart, the recycling bin must be retrieved from the curb by 7 p.m. on the day after your collection. Each household receives one recycling bin free of charge. Don't have a recycling bin? Call Raleigh Recycling at 996-6890 to have one delivered.

Raleigh Recycling provides weekly curbside collection of these items for all residents receiving curbside cart garbage collection:

- | | |
|---|--|
| <input type="checkbox"/> Metal food cans | <input type="checkbox"/> Corrugated cardboard (3'x3' pieces) |
| <input type="checkbox"/> Aluminum beverage cans | <input type="checkbox"/> Paperboard, boxes and tubes |
| <input type="checkbox"/> Plastic bottles | <input type="checkbox"/> Gable top cartons |
| <input type="checkbox"/> Glass food and beverage containers | <input type="checkbox"/> Aseptic (drink) boxes |
| <input type="checkbox"/> Newspapers and all inserts | <input type="checkbox"/> Aluminum foil & trays (clean) |
| <input type="checkbox"/> White paper, including junk mail | <input type="checkbox"/> Plastic beverage rings |
| <input type="checkbox"/> Magazines and catalogs | |

Acceptable Recyclable Materials and How To Prepare

Metal Food and Beverage Cans

- Rinse. Place the lids of steel food cans inside the can for safety. Crush beverage cans.



Plastic Bottles

- Rinse and crush to conserve space in the recycling bin and on the recycling truck.
Hint: Recapping after crushing keeps the bottle collapsed.
- Plastic lids or caps can be left on the emptied bottles, but any metal caps or rings should be removed.
- Check your plastic containers to be sure they are **bottles**. A bottle is defined as having a base that is larger than its "neck". Bottles also normally have a screw on type lid. **Only plastic bottles are accepted in Raleigh's curbside recycling program.**
- Plastic margarine tubs, yogurt cups, grocery bags, produce bags and deli or take-out food boxes cannot be recycled through the City's program. **No Styrofoam.**
- Please do not recycle any plastic bottle that previously contained hazardous material that may come in contact with our workers, potentially causing harm. Examples of harmful products include motor oil, brake fluid, or pesticides, anything with the poison symbol on it.





Glass Food and Beverage Containers

- Rinse and remove any plastic or metal tops.
- Please do not include any broken glass which could potentially harm our workers.
- Glass food and beverage containers are the **ONLY** glass products the City collects for recycling.
- Plate or window glass, light bulbs, mirrors, dishes, glassware and ceramic materials **cannot be recycled** through the City's program.



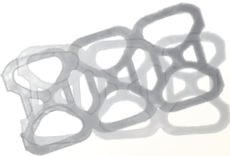
Gable Top Cartons

- Remove plastic lid and discard.
- Rinse and flatten.



Aluminum Foil and Food Trays

- Remove ALL food residue.
Important! Since foil is so thin, it will actually be destroyed in the melting process before any food residue! So, if you are not willing to clean the foil, please discard it.



Plastic Beverage Rings

- Soft pliable rings only. No need to clip individual rings.



Aseptic (drink) Boxes

- Remove straw and flatten.
- Examples include juice, soup and milk boxes.



Paperboard, Boxes and Tubes

- Remove liners (such as the bag that holds cereal) and flatten.
- NO boxes with wax coatings where wax can be scratched off with a finger nail.
- NO boxes with metallic coatings (often seen on tooth paste or beer boxes).

Newspapers and All Inserts, Magazines, Catalogs, and White Paper

- Remove from any plastic bags, envelopes or other coverings.
- Acceptable white paper includes direct mail (junk mail) on white paper (any color of printing or designs on white paper is acceptable) white envelopes, (including window envelopes), and white copy and fax paper, printed or blank. Please -- no colored paper; checkbooks; books; carbon paper; paper with adhesive backing; napkins, tissues or other paper products. And please, **NO UNOPENED MAIL** - it may contain items such as colored paper, promotional stickers or product samples,
- Please put shredded paper in a paper bag and staple it closed. This prevents unintentional littering in your neighborhood. **NO plastic bags please!**
- No telephone books.

Corrugated Cardboard

- Remove all packing materials, including any Styrofoam liners.
- Completely breakdown boxes and flatten, do not just step on them.
- Reduce cardboard to pieces no larger than 3' x 3' in size.
- **NO** food residue, **NO** pizza boxes!



Important! If cardboard is not reduced to 3'x3' or smaller in size, it will not fit in the troughs on recycling trucks and it will not be collected for recycling.

Putting items not accepted in the recycling program in the bin contaminates the entire load, making it unacceptable to our processor for recycling. **Please only put the listed items in the bin.**

Secure the straps to prevent littering. Straps broken? Call Raleigh Recycling at 996-6890 to have a new set of straps sent to you.

Sorting is no longer required of residents or crews! All sorting is done at the recycling processing facility.

If you have any questions about recyclable items or a missed collection, call Raleigh Recycling at 996-6890, Monday through Friday from 7 a.m. to 6 p.m. Missed collections may also be reported online at wastecollections.raleighnc.gov.

The recycling container has been provided by the City of Raleigh for recycling purposes only. If you move, please leave your container for the next resident to use.

If you have mobility impairment and no one in your household can move the recycling container to and from the curb, Raleigh Recycling can help. Call 996-6890 to arrange for assistance.

Visit our web site at www.raleighnc.gov/recycling for great ideas about waste reduction, reuse, and sources for recycling items not collected in the Raleigh Recycling curbside program.

Purchasing Additional Recycle Bins

If you have more recyclables than one recycling bin will hold, you may take them to one of the City's recycling drop-off sites, or you may use another container that is similar in shape and size to the recycling bin. The extra container must be placed alongside the green recycling bin provided, not used instead of it.

You may also purchase additional city issued recycling bins for \$6 each. To purchase additional bin(s) by mail, send a check for the correct amount to the City of Raleigh, Revenue Services - 26, PO Box 590, Raleigh, NC 27602-0590. Include a note stating the number of bins you wish to purchase, the address you would like them delivered to, and your phone number. The bin(s) will be delivered to the address you specify as soon as possible.

To purchase additional recycling bin(s) in person, please go to:

- Avery C. Upchurch Government Complex,
222 W. Hargett Street,
1st Floor Revenue Service Lobby,
Mon. - Fri. 8:30 a.m. - 5:00 p.m.



The City also sells a recycling bin “carrier” (similar to a small handcart) at a cost of \$18. Bin carriers can only be purchased by mail or phone. To purchase via mail, send your request and check to the address above. To purchase either a recycling bin or recycling bin carrier by phone with VISA or MasterCard, call 996-6890.

Recycling Drop Off Centers



Several recycling drop off centers are located around the city for use by residents and small businesses. In addition to the items collected curbside, the recycling drop off centers also accept ink jet printer and toner cartridges, and cell phones (no accessories). Place cell phones in the box with ink jet/toner cartridges.

Hours and locations: (open 24/7 unless otherwise noted)

- ☐ Jaycee Park: 2405 Wade Avenue
- ☐ Mini City Shopping Center: 4510 Capital Blvd.
- ☐ City of Raleigh Yard Waste Center: 900 N. New Hope Rd.
(Mon.-Sat. 7 am—4 pm only)
- ☐ City of Raleigh Administrative Office: 400 W. Peace St.
(Mon.-Fri. 7 am—4 pm only)
- ☐ Sam's Club: 2537 S. Saunders St. (*note: NO CARDBOARD AT THIS LOCATION!*)
- ☐ Habitat Wake ReStore: 2420 Raleigh Blvd. (Tues. - Fri. 10 am - 6 pm and Sat.
9 am - 5 pm, closed Sun. and Mon.)

Please do not leave any garbage, trash or yard waste at the recycling drop off centers!

They are provided for recyclable materials ONLY. Leaving unacceptable materials at the recycling drop off centers potentially contaminates the recyclable materials and adds considerable expense to the program since we must collect it, transport it, and pay to dispose of it at the county landfill. It also puts the recycling drop off center at risk as we partner with the property owner and when trash is left at the site it becomes unsightly.



Computer Recycling

Don't throw your old computer in the trash! Did you know each computer monitor may contain as much as five pounds of lead? Circuit boards contain heavy metals such as cadmium, mercury and chromium and plastic housings contain PCBs, which can contaminate surface water when disposed of improperly.

The City of Raleigh offers special collection service to support waste reduction and to keep potentially harmful materials inside computers from disposal in the county's landfill. There is no fee for the service.

Residents must call Solid Waste Services at 996-6890 to arrange for the special computer collection. Once an appointment is made the computer equipment can be left at the curbside. Acceptable items include: computer monitors, cords, processing units, computer speakers, scanners, parts, keyboards, mice, fax machines and copiers. Residents are responsible for removal of any data on equipment to be recycled and are reminded to ensure any personal data has been destroyed.

Residents may take items directly to the Wake County Multi-Materials Facility themselves if they prefer. Call Wake County Solid Waste Management at 856-6186 or visit web site www.wakegov.com/recycling/business/multimaterialdropoff.htm.

Remember, working computer equipment could be donated to a number of charitable organizations (see our web page for Local Computer Options). Donated equipment may also be tax deductible. The City of Raleigh promotes reuse of good equipment before recycling or disposal.

Electronic Equipment Recycling

The North and South Wake Multi-Material Facilities accept computer equipment and **all other items with a cord**, including TV's. Call 856-6186 or visit Wake County's web site at www.wakegov.com/recycling/business/multimaterialdropoff.htm for more information.

Rechargeable Battery Recycling



The City of Raleigh has partnered with the Rechargeable Battery Recycling Corporation to recycle used rechargeable batteries. Residents may drop off spent rechargeable batteries at the Solid Waste Services Administrative Office, Yard Waste Center, or any of the City's Fire Stations.

Recycling these batteries helps create a cleaner and safer environment by keeping harmful rechargeable battery by-products out of the landfill. Rechargeable batteries are commonly found in cordless power tools, cellular and cordless phones, laptop computers, camcorders, digital cameras, and remote control toys. Visit the City's web site for a complete list of all locations where these spent batteries can be dropped off for recycling right in your neighborhood.

Recycling in the Parks!

The City of Raleigh offers recycling options in many of the City parks. Special recycling containers are located at tennis courts, baseball and soccer fields, tot lots, BMX courses, walking trails and picnic areas to capture individual sized bottles and cans that never make it back home to the recycling bin. Recycling containers accept aluminum beverage cans and plastic and glass drink containers. Look for one of these recycling containers before throwing these valuable materials into the garbage can!



Swap Shop



Don't shop until you swap! A Swap Shop is located at the City of Raleigh Yard Waste Center at 900 N. New Hope Road. The intent of the Swap Shop is to encourage waste reduction and reuse. It was set up to divert usable materials from the waste stream. Use of the Swap Shop extends both the life of the items and the life of the landfill.

Cleaning out the garage or attic? Redecorating?

Moving? Residents are encouraged to bring unwanted **useable** items to the Swap Shop and leave them for someone who could use them. While there, they can "shop" around for something they might want or need. Items are available on a first come, first serve basis. Examples of items include furniture, small appliances, tools, and toys. Items not accepted include anything non-working, weapons, mattresses, clothing, books, and animals. For a complete listing, and further information, visit our web site or call 250-2728 or 996-6890.



Event Recycling

Planning an event? So you've arranged to get the garbage collected. How about creating less waste in the first place and recycling all you can?

Call and speak to a specialist. We can help you plan to produce the least amount of waste and recycle the most. We can lend out recycling containers or even provide recycling collection. Our staff is here to guide you in producing less waste, and recycling or composting all that you can.

Public Speaking and Outreach

Solid Waste Services staff are available to speak to schools, civic groups, businesses, neighborhood associations or Scout troops about solid waste issues. Presentations on recycling, waste reduction, sustainability, enviroshopping, backyard composting and vermicomposting (composting with worms) are offered. Staff members welcome the opportunity to participate in school science fairs, career days, Earth Day or America Recycles Day events. In addition, a specialist can provide literature or advice to Girl and Boy Scouts working on environmental badges. An Education Specialist will tailor a program to meet the needs of any group, from kindergarten students through senior citizens. Call Raleigh Recycling at 996-6890 to make arrangements.



Become a Raleigh Recycling Block Leader!

Are you interested in being a leader promoting recycling and waste reduction right in your neighborhood? Raleigh Recycling needs YOU! The Raleigh Recycling Block Leader Program is designed to expand community awareness of recycling and its benefits. Your goal as a recycling block leader is to inform your fellow neighbors about general recycling information, such as collection dates or changes, materials accepted, the benefits of recycling, alternatives to disposal and recycling events. Nearly 200 residents have already committed to champion recycling in their neighborhood. Call Raleigh Recycling at 996-6890 to help us meet the state goal of recycling 2 million tons in 2012!

Yard Waste Collection



Yard Waste Preparation Guidelines

- Yard waste is collected at the curbside on the same day as recycling and garbage.
- Separate yard waste from other trash and garbage.
- Make sure it is free of rocks and other debris.
- Use one of these containers or ways to prepare the material:
 1. Permanent container with lifting handles, such as a garbage can or plastic container, no larger than 35 gallons, and weighing no more than 75 pounds when full
 2. Biodegradable paper yard waste bags, available at area hardware, home improvement and discount stores
 3. CLEAR plastic bags
- Limbs may be tied into bundles of not more than five feet in length, 18 inches in diameter and weighing no more than 75 pounds.
- Limit the number of bags set out for collection to 15.



- Logs and limbs more than six inches in diameter or over five feet in length, and stumps and rocks **will not be** collected.
 - Yard waste cannot be placed on the curb until noon on the day before your assigned collection day. This includes yard waste produced from weekend work. Yard waste on the curb before noon on the day before your assigned collection day, and yard waste on the curb after 7 p.m. on the day after your assigned collection day may incur a \$50 citation for violation of the Solid Waste Code.
 - Improperly prepared yard waste that was not collected, and yard waste containers must be removed from the curbside by 7 p.m. on the day after your collection.
 - Yard debris resulting from work performed by a contractor will not be collected.
- Residents living within the Raleigh city limits may also take yard waste to the City's Yard Waste Center at 900 N. New Hope Road **for a fee**.*

Yard Waste Recycling Center



Raleigh residents may take yard waste materials directly to the City's Yard Waste Center **for a fee**. The Yard Waste Center is located at 900 N. New Hope Road and is open Monday through Saturday from 7 a.m. to 4:00 p.m. for recycling yard waste materials. **Compost, mulch and wood chips are also available for sale.** Call 250-2728 for pricing information.

Seasonal Leaf Collection



Loose leaf collection is conducted by the Street Maintenance Division roughly from mid-November through mid-February each year. Utilization of this program avoids the necessity of bagging leaves. Schedule information may be obtained from the following sources during the leaf season.

- News and Observer each Friday during the season
- Cable channel 22 (RTN 22)
- Website www.raleighnc.gov (information is updated daily)
- Leaf Line 996-3720 for daily updates

Take advantage of this convenient service and save yourself the time and cost of bagging leaves. Find out when leaf collection is coming to your neighborhood by using the above sources. Rake your leaves into piles at the curb (**not in the streets**) and off sidewalks and meter boxes.

Backyard Composting



Composting is nature's way of recycling organic waste, such as grass clippings and fallen leaves, into fertile soil. Backyard composting not only reduces waste sent to the City's Yard Waste Center, it rewards you with an excellent soil amendment for the lawn or garden. Composting can be low maintenance or intensive,

and take up as little or as much room as you need. Did you know composting can help you save money spent on water and synthetic fertilizers? Work compost into the soil to improve its texture and ability to hold water. Plants grown in compost enriched soil get the nutrients they need to produce bigger blossoms and tastier fruits.

How to Compost

Bins or piles are an easy way to begin composting at home. Make a simple, round bin out of chicken wire, or purchase a commercial bin. An ideal bin will allow you to build a pile that is about 3 feet high by 3 feet wide by 3 feet deep. Smaller piles will take longer to decompose. Site the bin in a sunny corner of the yard. Trees will shade the compost but roots could grow up into the pile, making it difficult to turn. Locating the pile near an outdoor faucet can be helpful in summer when you may need to add water to keep the pile moist.

The four essential ingredients for a successful compost pile are carbon, nitrogen, water and air. Start your pile with a 1-foot layer of fallen leaves, straw or small branches, which are excellent sources of carbon. Top them with a layer of nitrogen-rich material such as grass clippings, fresh plant trimmings, and food scraps. Add water until the material has the consistency of a wrung-out sponge. Continue layering until the top of the bin has been reached. A full pile should heat up to 140-150 degrees Fahrenheit in a week, and then slowly cool down. Turn your pile after one week to add air and accelerate the decomposition process. After that, turn the pile (emptying the entire pile into an adjacent bin is easiest) every 3 or 4 weeks. You may add food scraps in small quantities (less than a gallon at a time) until the pile has shrunk to about one half of its original size. Always bury food scraps 6 to 8 inches deep to reduce odors that could attract raccoons or other animals.

Finished compost will look dark and crumbly, much like soil. It may smell sweet and should not contain big pieces of the original material, such as entire leaves. Producing finished compost may take from 12 weeks to 1 year, depending on the time of year and the types of materials used. Dig 2-3 inches of compost into poor soil to establish new vegetable or flower beds. On existing beds, spread a 1-inch layer of compost each year to maintain soil quality.

Okay to Compost:

- Leaves
- Grass clippings
- Fruit and vegetable peels
- Coffee grounds and tea bags
- Eggshells (crush first)
- Wood ashes

Avoid Composting:

- Meat scraps and bones
- Oily and greasy foods
- Dairy products
- Dog, cat, and human waste
- Coal ashes



Litter

The City of Raleigh and Wake County have a partnership to prevent littering and its high costs to our community. You can join this partnership and help to be the eyes and ears of our community by calling the Litter Line at 856-5700 when you see someone littering or dumping, or an uncovered truck losing trash as it travels on the road.

Your call to the Litter Line will be answered by a law enforcement officer who will dispatch someone to ticket the litterers, based on the vehicle description and location information you provide. Those cited for littering will be subject to fines ranging from \$100 to \$2,000.

If you witness a single act of littering, such as throwing a cigarette butt out the window of a vehicle, instead of using the Litter Line, you can report that violation by noting the license plate number, time and location and submitting the information to the N.C. Department of Transportation (NCDOT) Swat-a-Litterbug program.

You can report online at:

www.doh.dot.state.nc.us/operations/dp_chief_eng/roadside/Beautification/Litterbug/ or call 1-877-DOT-4YOU, and ask for Swat-a-Litterbug cards to keep in your car to report future violations. The owner of the reported vehicle will be sent a letter telling them they were observed littering, asking them to change their behavior, and enclosing a car litter bag for their use.



Solid Waste Services Code Enforcement



Solid waste collection in the City of Raleigh is governed by Section 7 of the Municipal Code. These simple rules are designed to protect the appearance of neighborhoods and keep the streets free of obstacles for drivers and pedestrians. Your cooperation with these rules will help Solid Waste Services collect efficiently and safely from the curb. Please remember to:

- Place refuse containers, recycling bins and yard waste **on the curb** no earlier than noon on the day before collection and no later than 7:00 a.m. on the day of collection.
- Remove cart, recycling bin, yard waste containers and uncollected improperly prepared yard waste from the curb to an inconspicuous place, not easily seen, as viewed from the street facing the front door of a house, by 7 p.m. the day after collection.
- Keep cart at least 5 feet from other objects (vehicles, mail boxes, fences, power lines, etc.) that could be damaged or cause damage.
- Garbage should be placed only in the 96- or 65-gallon container supplied by the City of Raleigh. Trash outside the container will be picked up.
- Townhome residents need to label their carts with street address and unit number or letter.
- Make sure that if you have purchased a second container that it has a yellow proof of purchase sticker on it provided by the City of Raleigh. All additional carts without this sticker shall be removed from your property by the City of Raleigh.
- If you hire a contractor to perform yard work, the contractor is responsible for collecting and removing any waste, not Solid Waste Services.
- Do not mix yard waste with rocks, dirt or other trash.
- Garbage should not be mixed with recyclable materials in the recycling bin.
- Every household or business that receives residential curbside collection must pay the current solid waste fee.
- All single family and multi-family units must pay the current recycling fee.
- Yard waste material should not be placed in the recycling bin.

Violations of the code may result in a \$50 civil penalty. The \$50 civil penalty can be assessed for each 24-hour period in which the violation remains. Citations may only be appealed in writing to the Director of Solid Waste Services and then may be appealed to the Raleigh City Council if desired.

Pre and Post Disaster Preparation

The City of Raleigh has an Emergency Operation Plan that coordinates our efforts with the County, State and Federal disaster response and recovery efforts that recognizes the City's primary responsibility for the health and welfare of the City's residents and guests. This plan addresses such disasters as tornadoes, hurricanes, severe winter storms, floods, and terrorism. Raleigh citizens may be asked to change their daily habits to help in the disaster recovery. It is important that each household has a means of receiving information, a cell phone, CB radio, battery operated AM/FM radios, etc. It is extremely important for citizens to remain calm and patient throughout the duration of the event as the City works to recover as rapidly as possible.

Frequently Asked Questions

Why must all garbage fit in the garbage cart? Why can't items be put along side the cart?

Fully automated collection has only a driver operating a robotic arm to lift the garbage cart to empty it into the garbage truck. This type of collection is the most efficient and safest method of collection system available today. If the driver had to stop to get out and collect excess garbage outside the cart, the efficiency of the system would be lost, additional trucks and drivers would be required, and employees' safety would be at risk.

Does my collection day change when there's a holiday?

Solid waste crews will work normal schedules on Good Friday, Veteran's Day and the Friday after Thanksgiving. Holidays falling on a Monday do not affect collection schedules since solid waste crews work Tuesdays through Fridays. Current holiday collection schedules can be found on our website at www.raleighnc.gov/solidwaste, by calling our Solid Waste Hotline at 996-6194, and are advertised in local newspapers.

My container (garbage cart or recycling bin) is broken or was stolen. What do I do?

Call Solid Waste Services at 996-6890 to request a repair or replacement. A supervisor will assess the container. If it is beyond repair due to normal wear and tear, or was damaged while being serviced, it will be repaired or replaced at no charge. Containers will not be replaced for free as a result of vandalism or abuse. If a garbage cart was stolen, a resident must present a police report in order to have the cart replaced without charge.

What is my service day?

Residents can find out their service day by calling Solid Waste Services at 996-6890 or visiting our web page at www.raleighnc.gov/solidwaste.

My container (garbage, recycling or yard waste) wasn't serviced. What should I do?

If the container(s) was at the curb by 7 a.m. on your assigned collection day:

- Check the container for a tag explaining why the materials could not be collected.
- If you did not find an education tag, call 996-6890 and report the missed collection, or submit the convenient online request form at <http://wastecollections.raleighnc.gov>.

I am physically unable to take my container(s) to the curb for collection. What can I do?

Backyard service is available to qualified disabled residents when no one in the home is

physically able to place the container(s) curbside. Call Customer Services at 996-6890 to find out qualifications.

I will be moving soon. What do I do with the garbage cart and recycling bin?

The city-issued garbage cart and recycling bin are the property of the City of Raleigh. Please leave them in the rear yard or garage of the residence when you move.

My collection day is tomorrow and the weather forecast is for snow / sleet / ice / hurricane. What will the collection schedule be?

Depending on the severity of the weather, collection may be delayed. Please refer to the local television and radio stations, the local newspaper, the Raleigh Television Network cable channel RTN22, our web site www.raleighnc.gov, the recorded Solid Waste Hotline 996-6194, or call 996-6890 for the latest schedule changes. You may also wish to join our email distribution group to be automatically sent an email notification of any schedule change and other related information. Send a request to sws@ci.raleigh.nc.us.

I always have too many recyclables to fit in my green recycling bin so I put them all in a garbage can — but the recycling crews didn't pick them up. Why not?

The crews probably missed your recyclables for two important reasons. First, when on their route, collectors are looking for the green recycling bin. If the green recycling bin is not at the curb, collectors are not expecting a garbage can to have recyclables in it! Second, a garbage can full of recyclables is just too heavy to handle safely! Raleigh's green recycling bins were designed in size and shape for crews to provide efficient service in a manner that will not cause injury. So remember, if you have more recyclables than will fit in your bin:

- Use additional containers that are comparable in shape and size to the green recycling bins.
- Make sure the green recycling bin is at the curb with any other containers used.
- Purchase an additional recycling bin.

All the containers I put in my bin had the recycling symbol (three chasing arrows), but the crew did not take them. Doesn't this symbol mean it can be recycled?

Don't let the recycling symbol deceive you! The recycling symbol with the three chasing arrows does not necessarily mean that a product can be recycled **here** in Raleigh. It may just be there as a reminder for you to recycle. Generally the plain three chasing arrows recycling symbol mean that the product can be recycled *somewhere*.

Also, products **made** with recycled material will have a modified version of the recycling symbol. The symbol used to designate a product is made from recycled material is the three chasing arrows on a black background circle. Notice the difference between the two symbols below.



“Please Recycle”



“Made From Recycled Materials”

Why aren't all plastic containers accepted for recycling? Why just bottles?

Bottles (those having a “neck” that is narrower than the base, usually with a screw on type lid) and other containers of the same resin code (#2, HDPE) are actually different and cannot be recycled together. For example, resin code #2 HDPE appears on many types of both blow-molded containers (bottles) and injection molded containers (tubs).

The #2 HDPE plastic containers (tubs) have had a chemical added to the plastic to make them rigid and form differently. This same chemical also now makes the #2 HDPE tub melt at a different temperature than the #2 HDPE bottle. The two container types can not be recycled together because some of the plastic would begin to burn while other plastic would just begin to melt. While there are a few processors of the non-bottle type containers around the country, we do not have a local end use market. Please place only plastic **bottles** in the green recycling bin.

What should residents do with common household alkaline batteries (non-rechargeable)?

Regular household (non-rechargeable) batteries are rarely considered to be hazardous since only very small amounts, if any, manufactured today (since 1994) contain mercury. Alkaline batteries are composed primarily of common metals - steel, zinc and manganese - and do not pose a health or environmental risk during normal use or disposal. Proven cost-effective and environmentally safe recycling processes are not yet universally available for alkaline batteries. Implementing a collection and disposal program using the household hazardous waste vendors would be very costly. If you are making a trip taking other items to Wake County's Household Hazardous Waste Facility, take them along; otherwise, it is not worth the gas to make the trip there and they can safely be disposed of in the garbage.

Is there a charge for the garbage, recycling or yard waste collection?

All households are charged a monthly solid waste and recycling fee on their utility bill for their solid waste services. These fees are set each year with the annual budget.

Where can I recycle Styrofoam?

Styrofoam (a trade name) is actually polystyrene and is not easily recyclable because of its light weight and low scrap value. While it is light weight, it takes up an incredible amount of volume. The only buyers of polystyrene are in the mid-west and on the west coast. They would require a vast quantity of material to be interested in buying it (tons). The cost of storing (warehousing) several tons of polystyrene and then paying transportation costs to ship the material to an interested buyer make it cost prohibitive to accept it for recycling. Raleigh Recycling encourages residents to avoid purchasing products that use polystyrene and when encountering a product using it, to let the manufacturer know that you would prefer they use a more environmentally friendly product instead of the polystyrene.

Why aren't pizza boxes accepted for recycling?

Pizza boxes are contaminated with grease and oil. The grease and oil can never be washed out of the cardboard (oil and water do not mix!) and any new paper product that would be made from the recycled pizza box would have a big "splotch" on it - yuck! Please do not put pizza boxes in the recycling bin.

What should I do with compact fluorescent bulbs (CFLs)?

CFLs contain a mercury vapor and therefore are considered hazardous waste and should not be put in the garbage. Wake County accepts them (see section on Household Hazardous Waste) and the big box home improvement store, Home Depot, will also accept them from residents. At Home Depot simply take them to the employee at the "returns" desk. Take care when transporting the bulbs as breaking them will allow the mercury vapor to escape. It is best to transport them in a Ziploc bag.

What should I do with old medicine and drugs?

Old medicine and drugs should be mixed with kitty litter or coffee grounds then placed in a plastic bag or a can with a lid before putting in the garbage cart.

City of Raleigh

Solid Waste Services Department

Mission Statement:

“To PURSUE a commitment to PROVIDE a safe, efficient, and effective solid waste collection and disposal system that PROTECTS the natural environment, citizens of Raleigh and its employees and that PRESERVES the quality of life of our citizens and their environs today and into the future. We SHALL pursue this commitment in such ways so no one else can compare.”

Solid Waste Services provides Raleigh residents with a comprehensive program of services to effectively and efficiently handle solid waste. From collection to recycling, disposal, proper handling, code enforcement and educational outreach, Solid Waste Services works with the community to provide a safe environment in a cost effective manner.

Garbage, yard waste and recycling are collected at the curb on the same day each week. This schedule provides citizens with the ease of having to remember only one collection day and saves the City money.

The City uses four collection zones: northwest, northeast, southwest and southeast. Weekly collection days are Tuesdays in the northwest zone, Wednesdays in the northeast zone, Thursdays in the southwest zone, and Fridays in the southeast zone.



Important Telephone Numbers

Garbage/Recycle/Yard Waste/Bulky Load	996-6890
Yard Waste Center	250-2728
Special Load (Recorded)	996-3798
Solid Waste Services Hotline (Recorded)	996-6194
Litter Line	856-5700

SWS Call Center Hours

Mon-Fri 7am - 6pm, Saturday 8am - 12pm
for information and for Friday missed garbage collection ONLY



Quick Links to Web Pages

City of Raleigh www.raleighnc.gov
Solid Waste Services www.raleighnc.gov/solidwaste
Garbage www.raleighnc.gov/garbage
Recycling www.raleighnc.gov/recycling
Yard Waste www.raleighnc.gov/yardwaste

Want to be among the first to know?

Members of the Solid Waste Services Email Distribution List receive email notification of schedule changes and other important news about waste reduction and recycling. To be added to this group, send an email request to sws@ci.raleigh.nc.us.

*All prices subject to change. Printed on Post Consumer Recycled Paper.
Revision date Apr. 2009. Developed by Solid Waste Services.*